



Developmental Disabilities Administration

**Waiting List Initiative –
Alcohol Tax Fiscal Year 2012**

**Services of Short Duration
Implementation Manual**

December 2011

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Purpose

The purpose of this implementation manual is to provide policy and procedural guidance for the implementation of “services of short duration” for people on the Developmental Disabilities Administration (DDA) Waiting List in the crisis prevention category allocated funding from the Waiting List Initiative – Alcohol Tax Fiscal Year 2012.

Background

The Developmental Disabilities Administration (DDA) promotes full participation of people with developmental disabilities, and their families, in all aspects of community life. In order to achieve participation, quality supports and services that help people achieve personal growth, independence and productivity are essential. This is done through a service delivery system that uses a combination of state residential centers, community based resources, and non-profit providers.

Senate Bill 994 – “*Sales and Use Tax – Alcoholic Beverages – Supplementary Appropriation*” was introduced and passed during the Fiscal Year 2011 Legislative Session. The bill’s text states:

M00M01.02 Community Services

In addition to the amount appropriated in the budget bill for fiscal year 2012, to supplement the appropriation for fiscal year 2012, the following amount to be used to fund a Waiting List initiative for the Developmental Disabilities Administration.

Priority shall be given to individuals in the Crisis Prevention and Crisis Resolution categories of the Waiting List:

General Fund Appropriation \$15,000,000

SECTION 4. And be it further enacted, That this Act shall take effect July 1, 2011.

This legislation provides \$15,000,000 to fund a Waiting List Initiative for the Developmental Disabilities Administration (DDA) for fiscal year (FY) 2012. The funds are to supplement the DDA’s fiscal year 2012 appropriation. Priorities for the funds are designated for people on the DDA Waiting List in the Crisis Resolution and Crisis Prevention priority categories.

The difference between annualized and actual expenses in the first year of operation creates the opportunity for DDA to use Waiting List Initiative funding to meet important needs with services of short duration utilizing state only funds. The DDA proposes to fund services of short duration for everyone on the crisis prevention list.

Services of Short Duration Implementation Plan

Guiding Principles

Given that people on the DDA Waiting List in the crisis prevention category are at risk of crisis within one year, short term intervention services and/or supports can address and prevent the crisis from occurring.

Services and supports shall be individualized, simple, meaningful, and address the immediate crisis need or trigger(s).

Funding can pay for supports, items, or services as a one-time payment, or over a designated period of time, that addresses the immediate crisis and its causes (triggers) and will eliminate or delay the risk of the person moving into crisis if taken care of.

Proposed Approach

1. Provide funding for short-term services and supports for people on the Waiting List in the crisis prevention category. The amount of Waiting List Initiative funding available for services of short duration will be the difference between the actual and annualized cost¹ of funding services for people in the crisis resolution category.
2. Provide up to \$10,000, per eligible person, for services and supports for this fiscal year that address the immediate crisis and its causes (triggers) that are either one time only or of short duration (e.g. respite services, behavioral support services, payment of outstanding utility or medical bills).
3. Provide information and assistance for people and families to make informed decisions related to support needed.
4. Utilize a simple *Services of Short Duration* funding request form.
5. Utilize an exception protocol to meet unique needs or circumstances that exceed \$10,000.
6. Utilize Low Intensity Support Services (LISS) providers to procure services of short duration.
7. Fund services provided by both DDA licensed and non-DDA licensed service providers, based on who each individual and family selects.
8. Continuously track and analyze actual and projected expenditures under the initiative and expand the number of people served as resources allow.
9. Evaluate the impact of the funding.

¹The \$15 million dollar Waiting List Initiative allocation from the Legislature represents annualized funds. People's initiation of services will begin throughout Fiscal Year (FY) 2012. Therefore the actual cost for services in FY 2012 to people in the crisis resolution category will be less than the allocated \$15 million. The difference will be available for people in the crisis prevention category for services of short duration in FY 2012.

Implementation Stages

Stage 1 of Implementation: July 2011 – January 2012

1. During the first three months, remind people in the crisis prevention category of the criteria for the crisis resolution category and reassessed as appropriate. (See Attachment A)
2. In October 2012, assess the rate of expenditures for people provided funding from the crisis resolution category to project available funds and identify initial crisis prevention group targeted.
3. Beginning December 15, 2011, Notify target group of opportunity to request funds to address needs and provide funding and supports for request.

Stage 2 of Implementation: January 2012

In January 2012, assess the rate of expenditures from this allocation. Based on this assessment, the DDA will determine the feasibility to expand both short term funding and full service initiation for people in the crisis prevention priority category.

Ongoing monthly assessment of available funds to offer short duration services to more people accordingly.

Stage 3- Assessment of Impact: April 2012 – September 2012

Implement survey to assess impact of funded services.

People in Crisis

People and families, whose situation has elevated to an active crisis, will immediately be assessed by their resource coordinator or a DDA Regional Office staff for assistance. People assessed to meet the crisis resolution priority category will be provided assistance to access funding for on-going community services.

A person or family can request a review of their priority category at any time. The DDA will assess each request for change in priority status and notify the person of the determination and their appeal rights as per regulations.

Prioritizing People for Services of Short Duration Funding

The DDA intends to provide funds for services of short duration to all people in the crisis prevention category based on available funding. Waiting List Initiative funds available for services of short duration are based on the difference between the actual and annualized cost of services for people in the crisis resolution category.

DDA regulations direct the prioritization of funding for people in the crisis prevention category. Therefore people on the DDA Waiting List in the crisis prevention category will be prioritized for funding based on the following criteria:

- 1st – Person with the oldest caregiver;
- 2nd - Date of approval for the crisis prevention category; and

The caregiver's date of birth is used to determine the oldest caregiver so that people with caregivers born at an earlier date have priority over people with caregivers born at a later date. This criteria is established in Maryland Code of Regulations 10.22.12.07B.(2)(c). Analysis of projected available funds will be assessed through the year.

People identified for on-going funding under the Transitioning Youth Initiative, Waiting List Equity Fund or Waiting List Equity Fund – Tax Contribution will be excluded.

Requests received from people not in the DDA services of short duration module shall be referred to DDA's head quarter office. The DDA will research and identify the status of priority determination. Corrective action will be taken based on information obtained from the discovery process. People determined to meet the crisis prevention category requirements will be expedited for PCIS data entry for services of short duration.

People that receive funding for services of short duration or whose situation has changed to no longer be at risk of crisis shall be assessed by their resource coordinator or a DDA Regional Office staff for current need. People assessed may result in a priority category change to current request, future need, or no longer in need or interested in services. All changes in priority category will be noted in a formal correspondence to the person and their authorized representative with information on how to provide additional information, request a reconsideration, and appeal rights.

Assessment of Available Funding

There is \$15 million available to serve people in the crisis resolution and crisis prevention categories under the Waiting List Initiative. The DDA cannot exceed this amount during FY12.

The assessment of available Waiting List Initiative funds for services of short duration will be based on the difference from the actual and annualized cost for services for people in the crisis resolution category. Initial coordination of services for people in crisis resolution will be to immediately address the crisis. This can include triage strategies of accessing temporary respite, individual or family support services while long-term supports are being identified and acquired. Therefore, the initial actual cost for services may gradually increase over the course of the year as new or more formalized services are provided.

Services of Short Duration Funding Guidelines

General and Funding Cap

The DDA will allocate funds up to \$10,000 per person to address the immediate crisis trigger(s) and intervention services during this current fiscal year (July 1, 2011 – June 30, 2012) only. All people on the crisis prevention list, regardless if they are from the same family or reside in the same home, have the right to access up to the full funding. If more than one family member is on the crisis prevention list, then up to 10,000 per person collectively is available to address the immediate crisis and its causes (triggers).

DDA licensed Family and Individual Support Service (FISS) provider's administrative fee for providing the service of short duration shall not exceed 17% of the total cost of the service provided. The administrative charge will be utilized for direct administrative requirements (clerical support, copying, and/or filing requirements) in support of administering services of short duration. The 17% administrative assessment is subject to post service audits. FISS providers are responsible to maintain detailed and accurate administrative costs in support of services of short duration.

Funding commitment and payment of funding must be made by June 30, 2011. Services funded may carry over into next fiscal year.

Funding Exception Process

Understanding the unique needs and circumstances of each person and family, the DDA will utilize an exception protocol to meet funding request above \$10,000. Request will be reviewed and may be approved by the DDA.

In addition, any one item whose cost exceeds \$10,000 will be reviewed by DDA even if the cost is covered by more than one person such multiple individuals from the same family.

People targeted for the services of short duration funding that receive funding in the amount of \$10,000 and then subsequently submit a request for LISS funding during this fiscal year will be referred to services of short duration for an exception consideration.

The following shall be considered for all exception requests (as applicable):

1. Service/Item justification

- ✓ Does the service/item align with the need identified?
- ✓ Are there special or unique circumstances (e.g. customized wheelchair)
- ✓ Is this service available from another source? (Duplicative?)
- ✓ What services/resources were explored?
- ✓ Is the service/item recommended by a professional? For what purpose? For what outcome?

2. Urgency
 - ✓ Does the crisis risk increase if funding for service/item is not approved?
 - ✓ What is the impact or risk if the funding for services is not approved?
3. Impact
 - ✓ Does it address or seek to resolve or prevent reoccurrence of the crisis trigger?
4. Cost
 - ✓ Is the cost for services a reasonable and customary cost?
 - ✓ Is there any lower cost service or item available that will meet the identified need?

Providers of Services of Short Duration

To meet the individualized needs and circumstances of people and families, the DDA will procure services of short duration from both DDA license Family and Individual Support Services providers and non-DDA licensed service providers.

DDA licensed providers are listed on the DDA website at www.ddamaryland.org and included in the attachments.

Information for People and Families

People and families will be supported with information and assistance to make informed decisions related to funding and services to address their crisis trigger. The following information strategies and tools will be utilized:

1. *Services of Short Duration Allocation Letter* – The DDA will send a letter to each person and legal authorized representative informing them of the ability to access funding for services and assistance available. (See attachment B).
2. *Service of Short Duration User Guide* – The DDA will provide a user friendly guide for people and families to understand the intent of services, supports available, and resources available (i.e. DDA licensed providers, local services, funding, etc.). This guide will be included with the allocation letter. (See attachment C).
3. *Service of Short Duration Frequently Asked Questions Document* – The DDA will develop and update as needed a document that explains the scope of services, process to access, receive assistance, etc. and also answers questions frequently asked. This document will be posted on DDA website and updated as needed. (See attachment D).

Support/Assistance for People and Families

People and families can independently submit a request for services to address their potential crisis and crisis triggers.

People and families can also received assistance to identify their service and support needs, service providers, and the request submission from the following resources:

1. *Resource Coordination providers* – DDA licensed providers that provide coordination of generic and community services for people in the crisis prevention category via resource coordinators.
2. *Low Intensity Support Services providers*- DDA licensed providers contracted to procure tangible item(s) and/or arrange services for a discrete category of services and funding.
3. *Family and Individual Support Services providers* – DDA licensed providers that provide or procure support services for families and adults, living with their families or on their own, to meet indetified needs.

Services and Supports

Services of short duration should address the immediate crisis trigger(s), which resulted in a person being placed on the Waiting List in the crisis prevention category. They should be individualized, simple, and meaningful. Funds can pay for supports, items, or services as a one-time payment, or over a designated period of time, that addresses the immediate crisis trigger and will eliminate or delay the risk of the person moving into crisis if taken care of.

The following additional information and examples are provided to assist in the understanding of the types of services and supports that are available under this initiative.

- Individual & Family Counseling
- Personal Care
- Day Care
- Specialized Equipment
- Health Services
- Respite Care
- Housing Adaptations
- Transportation
- Therapeutic Services
- Medical Equipment Purchase, Rental and Repair
- Crisis Intervention & Follow-up
- Attendant Care
- Barrier Removal
- Community Integration Services
- Employment Related Services
- Intervention Services - Other services to mediate, provide advice, and/or support the person or family to prevent future crisis or crisis reoccurrence

Examples - one-time payments include: payment of outstanding utility or medical bills; purchase of specialized/adaptive equipment; assistive technology not covered by insurance or other source; a housing or vehicle adaptation; etc.

Examples -services or supports provided in steps over a designated period of time include: respite services, behavioral support services, engagement of home health or other in-home assistance; dental services and follow up that will alleviate potential safety/health issues; intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis (i.e. counseling, budgeting or money management classes/training), etc.

Intervention Services

If any of the above or other identified services are clearly symptoms of larger in-home or family issue then it will be important to seek intervention services to prevent possible reoccurrence of the crisis trigger.

Intervention services are intended to help when the funding of one time only services/supports (i.e. payment of outstanding utility or medical bills, specialized equipment, etc) or service needs are symptomatic of larger challenges. The challenge or situation will likely arise again unless there is help to resolve the systemic problem(s).

Intervention services can help people and families find ways of creating strategies and/or alternative supports that can eliminate or minimize the potential for future crisis. The service(s) can vary from person to person and may be of a short duration, or may be very intense and time consuming upfront, that diminishes over time.

Some examples of intervention services include:

- Assistance identifying underlying challenge,
- Assistance navigating varied systems that may be stumbling blocks,
- Assistance intervening in financial issues where various communication and coordination may be needed,
- Assistance with coordinating or negotiating various appointments or meetings,
- Assistance strategizing for the bigger picture solutions, problem solving, advocacy with education or other areas,
- Assistance triaging for multiple resources to assist and/or intervene,
- Assistance visiting generic resources and providers;
- Assistance finding supports in mental health, medical or other resources that may require help in applying, billing, or providing a service.

Different levels or options of intervention services can be recommended based on a service provider's assessment of the underlying challenges and issues such as:

- a. *Short-term intervention services* - Over the short term, it appears that the intervention service could help with a clear systemic problem and would take about 10 hours total.
- b. *Moderate level of intervention services* - While the issues might be clear, there are several items that will take the family/person and staff time to sort through, problem solve, address, and would likely take up to 30 staff hours to do so.
- c. *Extensive intervention services* - The situation might require a significant amount of time for the staff to "listen and learn", help to frame the overall issues, help to establish and carry out an intervention plan, and come to resolution on one or more issues that may require up to 60 hours of staff time.

Examples:

Debbie's family contacts DDA and among the issues they identify are unpaid medical bills that weren't covered by Debbie's insurance. A payment needs to be made now to keep the debt from being turned over to a credit agency. A combination of funding and intervention services are needed to pay the current bill and then to assist the family to contact the creditor to arrange a payment plan. The intervention services should also help them look at other debt they may have and refer them to debt counseling if appropriate. This relieves the immediate problem and also addresses the underlying issue. A projection of up to 10 hours of staff time may be needed to get this challenge resolved.

Joe's family is at their wit's end. All of a sudden he had become very aggressive and they are afraid for Joe's sister, who is the target of his aggression. Respite could be provided immediately and then arrangement for a behavioral assessment followed by the development of a behavior plan, provision of training to the family and follow up on the implementation of the plan. Again this would help resolve the immediate issue and the long term concerns. A projection of 60 hours might be reasonable given the amount of stress and the multiple complex issues that they need help with.

Outstanding Debt

Funding request for outstanding debt, that the only benefit/result is to decrease the financial impact for the bill collector/vendor and does not stop the foreclosure, utility shut-off, or other aversive action being taken, shall be reviewed by the DDA and may be denied. Intervention services and strategies to address outstanding debt and personal credit shall be explored and offered. Consideration as to whether the financial support could provide some time to develop a long-term solution (e.g. strategies to pay the debt, time to find a job, more time to relocate, or time to figure out another solution) shall be considered.

Respite Services

Respite services funded under this initiative shall be based on the unique needs of the person and family and will not be limited to days per year or frequency of consecutive days.

Services of Short Duration Request Form

The DDA will utilize a simple request form for people and families to use to describe their service/support needed to address their immediate crisis and its causes (triggers). (See Attachment E)

Provider(s) of service(s) can be noted on the form or “to be identified” with assistance from the person’s resource coordinator, LISS provider, or Family and Individual Support Service Provider.

Services of Short Duration Request Process

People and families shall be provided the following guidance related to the request process:

1. *Identify the service(s) and supports that will address the immediate crisis and its causes (triggers).*
2. *Complete the Services of Short Duration Request form (see attachment and also available on the DDA website).*

Example:

Services: 1- Payment of outstanding medical bills.

2- Intervention Service: Counseling and assistance related to debt and payment options.

3. *Submit the Services of Short Duration Request form to a DDA LISS provider from the attached list.*
4. *The LISS provider will review the request form and provide assistance as needed to identify services, supports, or intervention services. They will process payment for services or supports as appropriate.*

Administration of Services of Short Duration Funding

The DDA LISS providers will process the payment for services of short duration. Designated funds will be added to current contracts for the purpose of administering and funding services and supports for the target group(s). LISS providers will maintain the request form, service invoices, estimates, receipts, and payment documents.

LISS providers shall enter the request into the DDA Services of Short Duration module and document on the services of short duration form their coordination action and topics. If the subsequent request is submitted for services not already addressed during the first request as documented on the request form, then the services of short duration coordination fee can be

applied. If the subsequent request is related to the same topic or coordination activity as the first request, then the services of short duration coordination fee shall not be claimed.

People and families can choose among both DDA licensed service providers and non-DDA licensed providers for services of short duration.

Measures to Track Progress

The following strategies will be utilized to track and measure progress:

1. LISS providers will utilize PCIS to record request and capture data.
2. DDA will report each month on the cumulative number of people in crisis prevention who:
 - Have been targeted;
 - Have submitted a request;
 - General service categories funded; and
 - Monthly expenditures.
3. DDA will send out a survey to people and families to assess the impact of the services of short duration.

Attachment A –Crisis Criteria Reminder Letter

August 1, 2011

XXXX XXXXX
XXX XXXX XXXX
XXXXX, XXXXXX, XXXXXX

Dear: (name of person) :

The Developmental Disabilities Administration (DDA) is pleased to inform you of a Waiting List Initiative for fiscal year 2012. Funds are being targeted for people on the DDA Waiting List in the Crisis Resolution and Crisis Prevention priority categories. Our goal is to fund, by order of priority, as many people as we can. This may include funding traditional community services and/or services of short duration designed to help with immediate needs.

The DDA wants to be sure your priority category on the Waiting List is accurate and based on your current needs. At this time your priority category is Crisis Prevention. Attached to this letter, you will find the criteria used to determine whether or not someone is eligible for the Crisis Resolution prioritization. If you believe that your situation has changed and that you qualify for the Crisis Resolution category, please contact the DDA Regional Office based on the county where you reside. Please ensure that you contact the DDA Regional office and provide them with the correct contact information if your address and/or telephone number changes.

If you want more information on the Waiting List Initiative, please refer to the DDA's website at www.ddamaryland.org. If you have additional questions, please email WaitListInitiative@dhhm.state.md.us. Thank you for your attention to this matter.

Sincerely,

Frank W. Kirkland
Executive Director

Enclosures

cc: Parent/Legal guardian, if applicable

Attachment B –Services of Short Funding Allocation Letter

December 15, 2011

Name

Address

City, MD Zip Code

Dear: (name of person):

RE: DDA Waiting List Initiative Services of Short Duration

The Developmental Disabilities Administration (DDA) is pleased to inform you that you are eligible for the DDA Waiting List Initiative (WLI). You are eligible under the WLI for Services of Short Duration during fiscal year 2012 which ends June 30, 2012. Funds are targeted for people on the DDA Waiting List in the Crisis Prevention priority category. Our goal is to fund services of short duration for everyone in the crisis prevention category.

We have included the Services of Short Duration User Guide, which provides guidance related to the intent of these funds, how to access the funds, and services available. You may submit a funding request for services independently based on your assessed need to address the things that place you at risk for a crisis. You may also receive assistance to identify service and support needs, service providers, and submission of the request from the following sources: (1) your resource coordinator; (2) DDA Low Intensity Support Services (LISS) providers; or (3) DDA- licensed Family and Individual Support Services providers. Contact information for each of these may be found in the enclosed User Guide.

In addition, the DDA is hosting two public moderated conference calls to provide an overview and address general questions regarding Services of Short Duration. The calls will be conducted on Thursday, January 5, 2012 at 7 p.m. and Tuesday, January 10, 2012 at 12 p.m. The call in number for both dates is 1-888-455-9746 and the participant code is 9586102.

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Toll Free 1-877-4MD-DHMH • TTY for Disabled - Maryland Relay Service 1-800-735-2258
Web Site: www.dhmh.state.md.us

When you call the conference number, enter the participant code. You will be placed in listen only mode until the question and answer period is announced. If you would like to ask a question, please press *1 on your touch tone phone, you will then be prompted to record your first and last name. The Verizon conference coordinator will then let you know when to ask your question. If you experience any problems during the call, please call 410-767-5600.

Please be sure that you contact the DDA Regional office anytime that your address and/or telephone number changes. If you believe that your situation has changed and that you qualify for the Crisis Resolution category, please contact the DDA Regional Office based on the county where you reside.

If you would like more information on the Waiting List Initiative, please refer to the DDA's website at www.ddamaryland.org. If you have additional questions, please e-mail WaitListInitiative@dhmh.state.md.us. Thank you for your prompt attention to this matter.

Sincerely,

Frank W. Kirkland
Executive Director

Enclosures

cc: Parent/Legal guardian, if applicable
Resource Coordinator

Developmental Disabilities Administration

Services of Short Duration User Guide

The Developmental Disabilities Administration (DDA) promotes full participation of people with developmental disabilities, and their families, in all aspects of community life. In order to achieve participation, quality supports and services that help people achieve personal growth, independence and productivity are essential. This is done through a service delivery system that uses a combination of state residential centers, community based resources, and non-profit providers.

The DDA received \$15 million to fund a Waiting List Initiative for fiscal year 2012, through Senate Bill 994 - "*Sales and Use Tax – Alcoholic Beverages – Supplementary Appropriation*". This money became available on July 1, 2011, and is targeted for people on the DDA Waiting List in the Crisis Resolution and Crisis Prevention priority categories. The DDA's goal is to serve as many people on the list as possible. People in Crisis Resolution are eligible for ongoing services and supports. People in Crisis Prevention are eligible for **Services of Short Duration**, which are designed to help with immediate crisis and its causes (triggers). The intent of Services of Short Duration is to help children and adults with developmental disabilities avoid crisis situations and to remain in their own or in their family home.

What to do if you are in crisis and need immediate assistance?

If you believe your situation has elevated to an active crisis, contact your Resource Coordinator or DDA Regional Office immediately for assistance. A person can request a review of their priority category at any time. DDA assesses each request for change in priority status and notifies the person of the determination and their appeal rights

What are Services of Short Duration?

Services of Short Duration are individualized supports/services intended to prevent a crisis from happening. Services of Short Duration should be individualized, simple, meaningful, and address the immediate crisis need and help avoid crises in the future.

Services of Short Duration can pay for supports, items, or services as a one-time payment, or over a designated period of time, that addresses the immediate crisis and its causes (triggers) and will eliminate or delay the risk of the person moving into crisis.

Examples - one-time payments include: payment of outstanding utility or medical bills; purchase of specialized/adaptive equipment; assistive technology not covered by insurance or other source; a housing or vehicle adaptation; etc.

Examples -services or supports provided in steps over a designated period of time include:

respite services, behavioral support services, engagement of home health or other in-home assistance; dental services and follow up that will alleviate potential safety/health issues; intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis (i.e. counseling, budgeting or money management classes/training, advocacy), etc.

Who can receive Services of Short Duration?

People on the DDA Waiting List in the crisis prevention category may be eligible for Services of Short Duration based on available funds. People in the crisis prevention category have been determined to be at risk of crisis within one year and meet one or more of the following criteria:

- Urgent need for services;
- At serious risk of physical harm in their current environment;
- At serious risk of causing physical harm to others in their current environment;
- Living with a caregiver who is unable to provide adequate care due to caregiver's impaired health;
- Has a caregiver who is 65 years old or more;
- Risk of Homelessness within 1 year or living in temporary housing with a time limit to continue living in this setting.

What types of services/supports are funded under the Services of Short Duration initiative?

Services of Short Duration should address the individual's and/or the family's crisis and its causes (triggers) that resulted in a person being placed on the Waiting List in the Crisis Prevention Category. The following additional information and examples are provided to assist in the understanding of the types of services and supports that are available under this initiative.

- Individual & Family Counseling
- Personal Care
- Day Care
- Specialized Equipment
- Health Services
- Respite Care
- Housing Adaptations
- Transportation
- Therapeutic Services
- Medical Equipment Purchase, Rental and Repair
- Crisis Intervention & Follow-up
- Attendant Care
- Barrier Removal
- Community Integration Services
- Employment Related Services
- Intervention Services - Other services to mediate, provide advice, and/or support the person or family to prevent future crisis or crisis reoccurrence

How to determine if you need intervention services?

Intervention services are intended to help when the funding of one-time only services/supports (i.e. payment of outstanding utility or medical bills, specialized equipment, etc) are symptomatic of a larger challenge that will likely happen again unless there is help to resolve it completely.

Intervention services can help people and families find ways of creating strategies and/or alternative supports that can eliminate or minimize the potential for future crisis. The service(s) can vary from person to person, may be of a short duration, or may be very intense and time consuming upfront and diminish over time.

Some examples of intervention services include assistance:

- Identifying underlying challenge/issues,
- Navigating systems of care,
- Intervening in financial issues where various communication and coordination may be needed,
- Coordinating or negotiating various appointments or meetings,
- Strategizing solutions,
- Advocating with education or other areas,
- Visiting generic resources and providers;

Examples:

Debbie's family contacts the DDA and says they have unpaid medical bills that weren't covered by Debbie's insurance. A payment needs to be made now to keep the debt from being turned over to a credit agency. A combination of funding and intervention services are needed to pay the current bill and then to assist the family to contact the creditor to arrange a payment plan. The intervention services should also help them look at other debt they may have and refer them to debt counseling, if appropriate. This relieves the immediate problem and also addresses the underlying issue. A projection of up to 10 hours of staff time may be needed to get this challenge/issue resolved.

Joe has suddenly become very aggressive and his family is afraid for Joe's sister who is the target of his aggression. Respite could be provided immediately until a behavioral assessment can be scheduled, a behavior plan developed, and training the family on the implementation of the plan can be completed. These services and supports would help resolve the immediate issue and the longer term concerns. A projection of 60 hours might be reasonable given the seriousness of the concern and the level of support needed to address it.

Who can provide the services or supports?

People and families can choose among both DDA licensed service providers and non-DDA licensed providers for Services of Short Duration.

Who will approve and process payments for services and supports?

DDA Low Intensity Support Services (LISS) agencies will approve and process the payment for all services and supports provided by DDA and non-DDA providers.

What assistance is available to identify services and supports, identify service providers, and assist with the request form?

Assistance is available from your DDA Regional Office, resource coordinator, LISS agencies, and licensed DDA Family and Individual Support Services providers listed in the attachments.

Where can I find a listing of current DDA licensed providers?

DDA licensed providers are listed on the DDA website at www.ddamaryland.org and included in the attachments.

How much funding is available?

Funding up to \$10,000 per selected person is available to address the immediate crisis and its causes (triggers) during this current fiscal year (July 1, 2011 – June 30, 2012) only.

Services funded before June 30, 2012, may continue into the next fiscal year, but are not available on an ongoing basis.

Is there any exception to the funding limit?

Understanding the unique needs and circumstances of each person, the DDA will utilize an exception protocol to meet funding requests above \$10,000. Request will be reviewed and may be approved by the DDA.

How are people selected?

People on the DDA Waiting List in the crisis prevention category are prioritized and selected based on the following criteria:

- 1st – Person with the oldest caregiver;
- 2nd - Date of approval for the crisis prevention category; and

The caregiver's date of birth is used to determine the oldest caregiver so that people with caregivers born at an earlier date have priority over people with caregivers born at a later date. This criterion is established in regulations.

How Do I access Services of Short Duration?

If you received a letter from the DDA stating that you are now eligible for Services of Short Duration you can complete these steps below independently or seek assistance from your resource coordinator, LISS agencies, or licensed DDA Family and Individual Support Services providers listed in the attachments:

1. Identify the service(s) and supports that you believe will address your crisis trigger.
2. Complete the Services of Short Duration Request form (see attachment and also available on the DDA website). The form will ask you to identify what services you believe you need to address your immediate crisis and its causes (triggers).

Example:

Services: 1- Payment of outstanding medical bills.

2- Intervention Service: Counseling and assistance related to debt and payment options.

3. Submit the Services of Short Duration Request form to a DDA LISS provider from the attached list.
4. The LISS provider will review the request form and provide assistance as needed to identify services, supports, or intervention services. They will process payment for services or supports as appropriate.

Attachment D –Services of Short Duration Frequently Asked Questions

What are Services of Short Duration?

Services of Short Duration are individualized supports/services intended to prevent a crisis from happening. Services of Short Duration should be individualized, simple, meaningful, and address the immediate crisis need and help avoid crises in the future.

Services of Short Duration can pay for supports, items, or services as a one-time payment, or over a designated period of time, that addresses the immediate crisis and its causes (triggers) and will eliminate or delay the risk of the person moving into crisis.

Examples - one-time payments include: payment of outstanding utility or medical bills; purchase of specialized/adaptive equipment; assistive technology not covered by insurance or other source; a housing or vehicle adaptation; etc.

Examples -services or supports provided in steps over a designated period of time include: respite services, behavioral support services, engagement of home health or other in-home assistance; dental services and follow up that will alleviate potential safety/health issues; intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis (i.e. counseling, budgeting or money management classes/training, advocacy), etc.

Who can receive Services of Short Duration?

People on the DDA Waiting List in the Crisis Prevention category may be eligible for Services of Short Duration based on available funds. People in the crisis prevention category have been determined to be at risk of crisis within one year and meet one or more of the following criteria:

- Urgent need for services;
- At serious risk of physical harm in their current environment;
- At serious risk of causing physical harm to others in their current environment;
- Living with a caregiver who is unable to provide adequate care due to caregiver's impaired health;
- Has a caregiver who is 65 years old or more;
- Risk of Homelessness within 1 year or living in temporary housing with a time limit to continue living in this setting.

What types of services/supports are funded under the Services of Short Duration initiative?

Services of Short Duration should address the individual's and family's crisis and its causes (triggers) that resulted in a person being placed on the Waiting List in the Crisis Prevention Category. The following additional information and examples are provided to assist in the understanding of the types of services and supports that are available under this initiative.

- Individual & Family Counseling
- Personal Care
- Day Care
- Specialized Equipment
- Health Services
- Respite Care
- Housing Adaptations
- Transportation
- Therapeutic Services
- Medical Equipment Purchase, Rental and Repair
- Crisis Intervention & Follow-up
- Attendant Care
- Barrier Removal
- Community Integration Services
- Employment Related Services
- Intervention Services - Other services to mediate, provide advice, and/or support the person or family to prevent future crisis or crisis reoccurrence

How to determine if you need intervention services?

Intervention services are intended to help when the funding of one-time only services/supports (i.e. payment of outstanding utility or medical bills, specialized equipment, etc) are symptomatic of a larger challenge that will likely happen again unless there is help to resolve it completely.

Intervention services can help people and families find ways of creating strategies and/or alternative supports that can eliminate or minimize the potential for future crisis. The service(s) can vary from person to person, may be of a short duration, or may be very intense and time consuming upfront and diminish over time.

Some examples of intervention services include assistance:

- Identifying underlying challenge/issues,
- Navigating systems of care,
- Intervening in financial issues where various communication and coordination may be needed,
- Coordinating or negotiating various appointments or meetings,
- Strategizing solutions,
- Advocating with education or other areas,
- Visiting generic resources and providers;

Examples:

Debbie's family contacts the DDA and says they have unpaid medical bills that weren't covered by Debbie's insurance. A payment needs to be made now to keep the debt from being turned over to a credit agency. A combination of funding and intervention services are needed to pay the current bill and then to assist the family to contact the creditor to arrange a payment plan. The intervention services should also help them look at other debt they may have and refer them to debt counseling, if appropriate. This relieves the immediate problem and also addresses the underlying issue. A projection of up to 10 hours of staff time may be needed to get this challenge/issue resolved.

Joe has suddenly become very aggressive and his family is afraid for Joe's sister who is the target of his aggression. Respite could be provided immediately until a behavioral assessment can be scheduled, a behavior plan developed, and training the family on the implementation of the plan can be completed. These services and supports would help resolve the immediate issue and the longer term concerns. A projection of 60 hours might be reasonable given the seriousness of the concern and the level of support needed to address it.

Who can provide the services or supports?

People and families can choose among both DDA licensed service providers and non-DDA licensed providers for Services of Short Duration.

Who will approve and process payments for services and supports?

DDA's Low Intensity Support Services (LISS) agencies will approve and process the payment for all services and supports provided by DDA and non-DDA providers.

What assistance is available to identify services and supports, identify service providers, and assist with the request form?

Assistance is available from your DDA Regional Office, resource coordinator, LISS agencies, and licensed DDA Family and Individual Support Services providers.

Where can I find a listing of current DDA licensed providers?

DDA licensed providers are listed on the DDA website at www.ddamaryland.org and included in the attachments.

How much funding is available?

Funding up to \$10,000 per selected persons is available to address the immediate crisis and its causes (triggers) during this current fiscal year (i.e. July 1, 2011 – June 30, 2012) only.

Services funded before June 30, 2012, may continue into the next fiscal year, but are not available on an ongoing basis.

Is there any exception to the funding limit?

Understanding the unique needs and circumstances of each person, the DDA will utilize an exception protocol to meet funding request above \$10,000. Request will be reviewed and may be approved by the DDA.

How are people selected?

The DDA regulations direct the prioritization of funding for people in the crisis prevention category. Therefore people on the DDA Waiting List in the crisis prevention category will be prioritized for funding based on the following criteria:

- 1st – Person with the oldest caregiver;
- 2nd - Date of approval for the crisis prevention category; and

The caregiver's date of birth is used to determine the oldest caregiver so that people with caregivers born at an earlier date have priority over people with caregivers born at a later date. This criterion is established in regulations. Analysis of projected available funds will be assessed through the year.

How Do I access Services of Short Duration?

If you received a letter from the DDA stating that you are now eligible for Services of Short Duration, you can complete these steps below independently or seek assistance from one of the following: your resource coordinator, a LISS agency, or a licensed DDA Family and Individual Support Services provider listed in the attachments.

1. Identify the service(s) and supports that you believe will address your crisis and its causes (triggers) or seek assistance with from your resource coordinator, LISS providers, or DDA licensed Family and Individual Support Services provider.
2. Complete the Services of Short Duration Request form (see attachment and also available on the DDA website). The form will ask you to identify what services you believe you need to address them.

Example:

Services: 1- Payment of outstanding medical bills.

2- Intervention Service: Counseling and assistance related to debt and payment options.

3. Submit the Services of Short Duration Request form to a DDA LISS provider from the attached list.
4. The LISS provider will review the request form and provide assistance as needed to identify services, supports, or intervention services. They will process payment for services or supports as appropriate.

Attachment E—Services of Short Duration Request Form

Developmental Disabilities Administration Request for Services of Short Duration

Last Name: _____ First Name: _____ Request Date: _____

Date of Birth (MM/DD/YYYY): ____/____/____ Social Security #: XXX -XX - ____

Resource Coordinator (RC): _____ RC Telephone #: _____

You or your family can submit a request independently and can also receive assistance to identify your service and support needs, service provider, etc. from one of the following: your resource coordinator, a LISS agency, or a licensed DDA Family and Individual Support Services provider.

What type of intervention services/supports are you seeking in order to address this risk?

<input type="checkbox"/> Individual & Family Counseling	<input type="checkbox"/> Attendant or Personal Care	<input type="checkbox"/> Day Care	<input type="checkbox"/> Specialized Equipment	<input type="checkbox"/> Health Services	<input type="checkbox"/> Respite Care	<input type="checkbox"/> Housing Adaptations	<input type="checkbox"/> Transportation
<input type="checkbox"/> Therapeutic Services	<input type="checkbox"/> Medical Equipment Purchase, Rental, or Repair	<input type="checkbox"/> Crisis Intervention & Follow-Up	<input type="checkbox"/> Barrier Removal	<input type="checkbox"/> Community Integration Services	<input type="checkbox"/> Employment Related Services	<input type="checkbox"/> Intervention Services	<input type="checkbox"/> Other – i.e. item or onetime payment

Please describe the specific service(s) or intervention(s) requested within the category identified.

Please describe how this intervention service/support will remediate the risk of crisis?

Developmental Disabilities Administration Request for Services of Short Duration

Service Request Please provide specific information related to the service provider, cost, frequency, duration, etc. If a provider has not already been identified please note "To Be Determined" or TBD.					
Service/Item	Details (if applicable)	Frequency of Service (if applicable)	Dates of Service (if applicable)	Cost of Service/Item	Service Provider Name, Address, Telephone #
<i>Example: Attendant Care</i>	<i>3 Hrs In home service on Saturdays from 8:30- 11:30 a.m.</i>	<i>Every Saturday for 8 weeks</i>	<i>February 1 – March 1, 2012</i>	<i>\$18 per hour</i> <i>Total Hours: 24</i> <i>Total Cost: \$432</i>	<i>ABC Agency</i> <i>123 Street Baltimore, MD 410-123-4567</i>
<i>Example: Family Counseling</i>	<i>Counseling Saturdays from 9 -11 a.m.</i>	<i>Every Saturday for 8 weeks</i>	<i>February 1 – March 1, 2012</i>	<i>\$100 per hour</i> <i>Total Hours: 16</i> <i>Total Cost: \$1600</i>	<i>FSS Agency</i> <i>444 G Street Baltimore, MD 410-333-4444</i>

Total Funds Requested: _____

Request Submitted By:

First and Last Name _____
Please Print

Telephone Number: _____ Email: _____

Relationship to person in the crisis prevention category: ☐ Self ☐ Parent ☐ Legal Guardian
☐ Resource Coordinators ☐ Other: _____

Attachment F – DDA Regional Offices, Providers and Community Resources

DDA Regional Office Contact Information:

Central Regional Office – (410) 234-8200 (*Anne Arundel County, Baltimore City, Baltimore County, Harford County, Howard County*)

Southern Regional Office – (301) 362-5100 (*Calvert County, Charles County, Montgomery County, Prince George's County, St. Mary's County*)

Eastern Regional Office – (410) 334-6920 (*Caroline County, Cecil County, Dorchester County, Kent County, Queen Anne's County, Somerset County, Talbot County, Wicomico County, Worcester County*)

Western Regional Office – (301) 791-4670 (*Allegany County, Carroll County, Frederick County, Garrett County, Washington County*)

COMMUNITY RESOURCES:

Department of Human Resources- General Information: 1-800-332-6347

Office of Victim Services (Domestic Violence): 1-800-332-6347

Homelessness & Housing Support: 410-767-7285

Food Assistance: 410-767-7719

Energy Assistance: 1-800-352-1446

Adult Protective Services: 1-800-917-7383

Child Protective Services: 1-800-332-6347

Medical Assistance & Temporary Disability Assistance: Contact your local Department of Social Services

Children's Health Insurance Program: 1-800-456-8900

Alcohol & Drug Abuse Treatment/Support: 410-402-8600

Mental Health Treatment/Support: 1-800-888-1965

Youth (Mental Health) Crisis Support: 1-800-422-0009

DDA Low Intensity Support Service (LISS) Providers

Central Region Providers

<p><i>Humanim, Inc.</i></p> <p>9380 Gerwig Lane Columbia, MD 21046 Telephone: (410)381-0227 Ext.5225 Toll-Free: 1-877-230-4951 TTY: 711 Web Address: http://www.humanim.com</p>	<p><i>Penn-Mar Human Services</i></p> <p>310 Old Freeland Road Freeland, Maryland 21053 Toll Free: 1-877-282-8202 TTY: 1-877-282-8202 Web Address: http://www.penn-mar.org</p>
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Southern Region Providers

<p><i>Arc of Prince George's County, Inc.</i></p> <p>1401 McCormick Drive Largo, Maryland 20774 Telephone: (301)925-7050 Prince George's 1-877-967-5272 Montgomery County 1 877-604-7470 Calvert, Charles and St. Mary's Counties 1-877-587-6464 Web Address: www.thearcofpgc.org</p>	<p><i>Maryland Community Connection</i></p> <p>6490 Landover Road Suite A9 Landover, Maryland 20785 Telephone: (301)583-8880 Toll Free: 1-877-622-6688 TTY: 711 (MD Relay Service) Fax: 301-583-0359 Web Address: www.marylandcommunityconnection.org</p>
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Western Region Provider

Eastern Region Provider

<p><i>Penn-Mar Human Services</i></p> <p>310 Old Freeland Road Freeland, Maryland 21053 Toll Free: 1-877-282-8202 TTY: 1-877-282-8202 Web Address: http://www.penn-mar.org</p>	<p><i>Epilepsy Association of Eastern Shore</i></p> <p>688 East Main Street Salisbury, Maryland 21804 Telephone: (410)543-0665 Toll Free: 1-800-776-5694 TTY: (410)543-0665 Web Address: http://www.eaes.org</p>
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DDA Licensed Family Support Service (FSS) and Individual Support Service (ISS) Providers

Family Support Services

These services are designed to help families stay together. Families with children with developmental disabilities typically experience emotional, physical and financial demands because the care and attention their children require tends to be intensive and indefinite. Family Support services are flexible and responsive to what the family needs, when they need it.

Individual Support Services

Individual Support Services are support services (other than Residential and Day Habilitation care) for adults living with their families or on their own. Included are respite services, transportation, environmental modifications, adaptive equipment, money management and home skills.

Additional information is available on the DDA website at: www.ddamaryland.org/serv01.htm

Central Region

Anne Arundel County, Baltimore City, Baltimore County, Harford County, Howard County

AGENCY	PHONE	WEBSITE	FSS/ISS
Abilities Network	(410) 828-7700	www.abilitiesnetwork.org	Both
Alliance	(410) 282-5900	www.allianceinc.org	Both
Athelas Institute	(410) 964-1241	www.athelasinstitute.org	ISS Only
Bay Community Support Services Inc.	(410) 224-4205	www.baycss.org	Both
Bello Machre Inc.	(410) 255-3805	www.bellomachre.org	Both
Brotherhood and Sisterhood	(301) 593-0957		Both
Change Inc.	(410) 876-2179	www.changeinc.cc	Both
Chesapeake Care Resources	(410) 287-5040	www.chesapeake-care.org	Both
CHI Centers	(301) 445-3350	www.chicenters.org	ISS Only
Chimes Inc.	(410) 358-6400	www.chimes.org	Both
Comprehensive Residential Systems	(301) 809-0050		Both
Community Support Services for Deaf	(410) 597-8780	www.cssdinc.org	ISS Only
Compass Inc.	(301) 625-2406	www.compassmaryland.org	ISS Only

AGENCY	PHONE	WEBSITE	FSS/ISS
Creative Options Inc.	(410) 780-4095	www.creativeopts.org	Both
CSAAC	(240) 912-2220	www.csaac.org	Both
Dominion Resource Center, Inc.	(410) 655-1741		Both
Emerge Inc.	(410) 884-4420	www.emergeinc.org	Both
Family Service Foundation	(301) 459-2121	www.fsfinc.org	Both
Fidelity Resources Inc.	(410) 337-0340		Both
Flying Colors of Success Inc.	(410) 876-0838	www.flyingcolorsofsuccess.org	FSS only
Forward Visions Inc.	(410) 252-7171		Both
Head Injury Rehab & Ref. Ser. Inc	(301) 309-2228	www.hirrs.org	Both
Humanim	(410) 381-7171	www.humanim.com	Both
Itineris Inc.	(410) 302-2292	www.itinerisbaltimore.org	Both
Jeanne Bussard Center	(301) 663-9588	www.jeannebussard.org	ISS Only
Jewish Community Services	(410)843-7399	www.jcsbaltimore.org	Both
Langton Green Inc.	(410) 269-1019	www.langtongreen.org	Both
Kennedy Krieger	(410) 923-9301	www.kennedykrieger.org	Both
Medsourc Community Services Inc.	(301) 631-6901		Both
Life Inc.	(410) 735-5433	www.lifeinc.org	ISS Only
Melwood	(301) 599-4501	www.melwood.com	Both
National Multiple Sclerosis Society-MD	(410) 641-1200	www.nmss-md.org	ISS Only
Opportunity Builders, Inc.	(410) 787-0700	www.obiworks.org	ISS Only
Penn-Mar	(410) 343-1069	www.penn-mar.org	Both
Providence Center	(410) 766-2212	www.providencecenter.com	ISS Only
Quantum Leap Inc.	(443) 850-5679		Both
Richcroft Inc.	(410) 785-3274	www.richcroft.com	Both
Shared Support MD	(410) 945-4356	www.sharedsupportmd.org	Both
Social Health Services Group	(301) 358-4447	www.shsginc.com	Both
Spectrum Support Inc.	(410) 795-6543	www.spectrum-support.org	Both
St. Patrick Homes Inc.	(410) 903-8786		FSS Only
Starflight Enterprises	(443) 661-1301	www.starflightenterprises.com	Both
The Arc of Baltimore	(410) 296-2272	www.arcofbaltimore.org	Both
The Arc of Howard County	(410) 730-0638	www.archoward.org	Both

AGENCY	PHONE	WEBSITE	FSS/ISS
The Arc of Northern Chesapeake Region	(410) 836-7177	www.arcncr.org	Both
The Arc of Central Chesapeake	(410) 269-1883	www.thearcccr.org	Both
The Rock Creek Foundation	(301) 586-0900	www.thesantegroup.org	ISS Only
UCP of Central Maryland	(410) 484-4540	www.ucp-cm.org	Both
Work Opportunities Unlimited*	(301) 929-4350	www.workopportunities.net	Both

Southern Region

Calvert County, Charles County, Montgomery County, Prince George's County, St. Mary's County

AGENCY	PHONE	WEBSITE	FSS/ISS
Abilities Network	(410) 828-7700	www.abilitiesnetwork.org	Both
Ardmore Enterprises Inc.	(301) 577 – 2575	www.ardmoreenterprises.org	Both
Bay Community Support Services Inc.	(410) 224-4205	www.baycss.org	Both
Bello Machre Inc.	(410) 255-3805	www.bellomachre.org	Both
Brotherhood and Sisterhood	(301) 593-0957		Both
CALMRA	(301) 982-7177	www.calmra.org	ISS Only
Calvert County Office on Aging	(410) 535-4606	www.co.cal.md.us	ISS Only
Caroline Center	(800) 863-2102	www.carolinecenterinc.net	Both
Charles County Dept. of Health	(301) 609-6900	www.charlescountyhealth.org	Both
Chimes Inc.	(410) 358-6400	www.chimes.org	Both
Charles County Dept. of Health	(301) 609-6900	www.charlescountyhealth.org	Both
CHI Centers	(301) 445-3350	www.chicenters.org	ISS Only
Community Support Services	(301) 926-2300	www.css-md.org	Both
COMPASS	(301) 625-2406	www.compassmaryland.org	ISS Only
Comprehensive Residential Systems	(301) 809-0050		Both
CSAAC	(240) 912-2220	www.csaac.org	Both
Dominion Resource Center, Inc.	(410) 655-1741		Both

AGENCY	PHONE	WEBSITE	FSS/ISS
Emerge Inc.	(410) 884-4420	www.emergeinc.org	Both
Family Service Foundation	(301) 459-2121	www.fsfinc.org	Both
Fidelity Resources Inc.	(410) 337-0340		Both
Head Injury Rehab & Ref. Ser. Inc	(301) 309-2228	www.hirrs.org	Both
Humanim	(410) 381-7171	www.humanim.com	Both
Jewish Foundation for Group Homes	(301) 984-3839	www.jfgh.org	ISS Only
Jewish Social Services Agency	(301) 838-4200	www.jssa.org	FSS Only
Jubilee Association of MD	(301) 949-8626	www.jubileemd.org	ISS Only
Maryland Community Connection	(301) 583-0358	www.marylandcommunityconnection.org	Both
Medsource Community Services Inc.	(301) 631-6901		Both
Melwood	(301) 599-4501	www.melwood.com	Both
National Multiple Sclerosis Society-MD	(410) 641-1200	www.nmss-md.org	ISS Only
SEEC	(301) 576-9000	www.seeonline.org	Both
Shared Support Maryland	(410) 945-4356	www.sharedsupportmd.org	Both
Social Health Services Group	(301) 358-4447	www.shsginc.com	Both
Spectrum Support Inc.	(410) 795-6543	www.spectrum-support.org	Both
Spring Dell Center	(301) 934-4561	www.springdellcenter.org	ISS Only
Sunrise Community of Maryland, Inc. DBA UCP on the Potomac	(301) 459-0566	www.ucppotomac.org www.sunrisegroup.org	Both
Target Community & Educational Services	(410) 848-9090	www.targetcommunity.org	Both
The Arc of Montgomery County	(301) 984-5777	www.thearcofmontgomerycounty.org	Both
The Arc of Prince George's County	(301) 925-7050	www.thearcofpgc.org	Both
The Arc of Southern Maryland	(410) 535-2413	www.arcsomd.org	Both

AGENCY	PHONE	WEBSITE	FSS/ISS
The Center for Life Enrichment	(301) 373-8100	www.tcle.org	Both
The Rock Creek Foundation	(301) 586-0900	www.thesantegroup.org	ISS Only
Treatment and Learning Centers	(301) 424-5200	www.ttlc.org	ISS Only
Work Opportunities Unlimited	(301) 929-4350	www.workopportunities.net	Both

Eastern Region

Caroline County, Cecil County, Dorchester County, Kent County, Queen Anne's County, Somerset County, Talbot County, Wicomico County, Worcester County

AGENCY	PHONE	WEBSITE	FSS/ISS
Abilities Network	(410) 828-7700	www.abilitiesnetwork.org	Both
Bay Community Support Services	(410) 224-4205	www.baycss.org	ISS Only
Bay Shore Services Inc.	(410) 341-0307	www.bayshoreservices.com	Both
Bayside Community Network	(410) 398-6394	www.baysidenetwork.org	ISS Only
Bello Machre Inc.	(410) 255-3805	www.bellomachre.org	Both
Brotherhood and Sisterhood	(301) 593-0957		Both
Caroline Center	(800) 863-2102	www.carolinecenterinc.net	Both
Chesapeake Care Resources	(410) 287-5040	www.chesapeake-care.org	Both
Chesapeake Center Inc.	(410) 822-4122	www.chesapeakecenter.org	Both
Chesterwye Center Inc.	(410) 827-7048	www.chesterwye.com	Both
Chimes Inc.	(410) 358-6400	www.chimes.org	Both
Deaf Independent Living Association	(410) 742-5052	www.dila.org	ISS Only
Delmarva Community Services, Inc.	(410) 221-1900	www.dcsdct.org	Both
Dove Point Inc.	(410) 341-4472	www.dovepointe.com	Both
Epilepsy Assoc. of Eastern Shore	(410) 543-0665	www.eaes.org	Both
Fidelity Resources Inc.	(410) 337-0340		Both

AGENCY	PHONE	WEBSITE	FSS/ISS
Humanim	(410) 381-7171	www.humanim.com	Both
Kent Center	(410)778-7303	www.kentcenter.org	ISS Only
Lower Shore Enterprises	(410)749-6183	www.lowershoreenterprises.org	ISS Only
Medsource Community Services Inc.	(301) 631-6901		Both
National Multiple Sclerosis Society-MD	(410) 641-1200	www.nmss-md.org	ISS Only
Shared Support MD	(410) 945-4356	www.sharedsupportmd.org	Both
Social Health Services Group	(301) 358-4447	www.shsginc.com	Both
Somerset Community Services	(410) 623-2261	www.somersetcommunityservices.org	Both
The Arc of Northern Chesapeake Region	(410) 836-7177	www.arcncr.org	Both
The Arc of Central Chesapeake	(410) 770-9895	www.thearcccr.org	Both
Worcester County Developmental Center	(410) 632-2382	www.wcdcservices.org	ISS Only

Western Region

Allegany County, Carroll County, Frederick County, Garrett County, Washington County

AGENCY	PHONE	WEBSITE	FSS/ISS
Abilities Network	(410) 828-7700	www.abilitiesnetwork.org	Both
Appalachian Parent Assoc.	(301) 334-8449		FSS Only
Archway	(301) 777-1700	www.archwaystationinc.org	ISS Only
Bello Machre Inc.	(410) 255-3805	www.bellomachre.org	Both
Brotherhood and Sisterhood	(301) 593-0957		Both
Carroll County Bureau of Aging	<u>(410) 386-3803</u>	www.carr.org	FSS Only
Change Inc.	(410) 876-2179	www.changeinc.cc	Both
Chimes Inc.	(410) 358-6400	www.chimes.org	Both
Community Living, Inc.	(301) 663-8811	www.communitylivinginc.org	Both
Council for Exception Children and Adults	(301)729-8600		ISS Only

AGENCY	PHONE	WEBSITE	FSS/ISS
Creative Options	(410)780-4095	www.creativeoptions.org	Both
CSAAC	(240) 912-2220	www.csaac.org	Both
Dominion Resource Center, Inc.	(410) 655-1741		Both
Emerge Inc.	(410) 884-4420	www.emergeinc.org	Both
Family Service Foundation	(301) 459-2121	www.fsfinc.org	Both
Fidelity Resources Inc.	(410) 337-0340		Both
Flying Colors of Success Inc.	(410) 876-0838	www.flyingcolorsofsuccess.org	FSS Only
Friends Aware, Inc.	(301)722-7268	www.friendsaware.org	ISS Only
Goodwill of Monococy Valley	(301)662-0622	www.friendsaware.org	ISS Only
Head Injury Rehab & Ref. Ser. Inc	(301) 309-2228	www.hirrs.org	Both
Horizon Goodwill	(301) 733-7330	www.horizongoodwill.com	ISS Only
Humanim	(410) 381-7171	www.humanim.com	Both
Jeanne Bussard Center	(301) 663-9588	www.jeanebussard.org	ISS Only
Medsource Community Services Inc.	(301) 631-6901		Both
National Multiple Sclerosis Society-MD	(410) 641-1200	www.nmss-md.org	ISS Only
Penn-Mar	(410) 343-1069	www.penn-mar.org	Both
Ray of Hope	(301) 722-4560	www.rayofhope-md.org	ISS Only
Richcroft Inc.	(410) 785-3274	www.richcroft.com	Both
Scott Key Center	(301) 600-1600	www.frederickcountymd.gov	ISS Only
SMVI	(301) 516-7300	www.smvi.org	Both
Shared Support MD	(410) 945-4356	www.sharedsupportmd.org	Both
Social Health Services Group	(301) 358-4447	www.shsginc.com	Both
Spectrum Support Inc.	(410) 795-6543	www.spectrum-support.org	Both
Target Community & Educational Services	(410) 848-9090	www.targetcommunity.org	Both
The Arc of Carroll County	(410) 848-4124	www.arccarroll.com	Both
The Arc of Frederick County	(301) 663-0909	www.arcfc.org	Both
The Arc of Washington County	(301) 797-3380	www.arcwc-md.org	Both

AGENCY	PHONE	WEBSITE	FSS/ISS
UCP of Central Maryland	(410) 484-4540	www.ucp-cm.org	Both
Washington County Human Development Council	(301) 791-5421	www.wchdc.org	ISS Only
Way Station, Inc.	(301)662-0099	www.waystationinc.org	ISS Only

DDA Licensed Resource Coordination Providers

<p style="text-align: center;">Allegany County</p> <p>Service Coordination, Inc. 12 N. Liberty Street, Suite 101 Cumberland, MD 21502 Telephone: (301)722-1470 FAX: (301)722-1474 TTY: (301) 729-2734</p>	<p style="text-align: center;">Anne Arundel County</p> <p>Service Coordination, Inc. Cromwell Business Park 801 Cromwell Park Drive, Suite 111 Glen Burnie , MD 21061 Telephone: (410)863-0360 FAX: (410)863-7440</p>
<p style="text-align: center;">Baltimore County Offices</p>	
<p>Service Coordination, Inc.-Woodlawn 7133 Rutherford Road Baltimore, MD 21244-2717 Telephone: (410)265-5225 FAX: (410)265-6714 TTY: (410)265-7707</p> <p>Service Coordination, Inc.-Pikesville 1777 Reisterstown road, Suite 384 Baltimore, MD 21208 Telephone: (410)486-1582 FAX: (410)486-9065 TTY: (410)486-5754</p>	<p>Service Coordination, Inc.-Kenilworth 100 West Road, Suite 304 Towson, MD 21204 Telephone: (410)828-5223 FAX: (410)828-1189 TTY: (410)828-1689</p> <p>Service Coordination, Inc -Perry Hall 8615 Ridgely's Choice Drive, Suite 205 Nottingham, MD 21236-3028 Telephone: (410)256-8441 FAX: (410)256-7099 TTY: (410)256-5709</p>
<p style="text-align: center;">Baltimore City</p> <p>Service Coordination, Inc. 711 West 40th St., Suite 429 Baltimore, MD 21211-2196 Telephone: (410)235-8110 FAX: (410)235-9475 MODEM: (410)243-8115 TDD: (410)235-8115</p>	<p style="text-align: center;">Calvert County</p> <p>Calvert County Health Department Developmental Disabilities Program P.O Box 980, 134 Main Street, Room 202 Prince Frederick, MD 20678 Telephone: (410)414-9367 or (310)855-1545 FAX: (410) 414-5846 Web Address: www.calverthealth.org</p>

<p>Caroline County</p> <p>Caroline County Health Department P.O. Box 10 Denton, Maryland 21629 Telephone: (410)478-8075 Toll free: 1-855-236-3079 FAX: (410)479-5383</p>	<p>Carroll County</p> <p>Service Coordination, Inc. 95 Carroll Street, Suite 104 Westminster, MD 21157 Telephone: (410)876-0028; (410)848-7698 FAX: (410)876-4721 TDD: (410)848-7968</p>
<p>Cecil County</p> <p>Cecil County Health Department 401 Bow Street Elkton, Maryland 21921 Telephone: (410)996-5140 FAX: (410)996-5134 Web Address: www.cecilcountyhealth.org</p>	<p>Charles County</p> <p>Charles County Health Department Developmental Disabilities Program 4545 Crain Highway White Plains, MD 20695 Telephone: (301)609-6830 Toll Free: (301)609-6694 FAX: (301)609-6690/6691 Web Address: www.charlescountyhealth.org</p>
<p>Dorchester County</p> <p>Dorchester County Health Department 3 Cedar Street Cambridge, MD 21613 Telephone: (410)376-0024 TTY: (410)901-8117 FAX: (410)901-8197 Web Address: dorchesterhealth.org</p>	<p>Frederick County</p> <p>Service Coordination, Inc. 5303 Spectrum Drive, Suite I Frederick, Maryland 21703 Telephone: (301)663-8044 TTY: (301)663-9683 FAX: (301)695-9609</p>
<p>Garrett County</p> <p>Service Coordination, Inc. 315 Dawson Avenue, Suite B Oakland, MD 21550 Telephone: (301)334-9505 FAX: (301)334-4786 TTY: (301)334-9505</p>	<p>Harford County</p> <p>Service Coordination, Inc. 121A Industry Lane., Suite 6 Forest Hill, MD 21050 Telephone: (410)893-0393, 0397 FAX: (410)893-4918 TTY: (410)893-0397</p>

<p>Howard County</p> <p>Service Coordination, Inc. 40 Corporate Center 10480 Little Patuxent Parkway Suite 950 Columbia, MD 21044 Telephone: (410)772-8774 FAX: (410)772-8789 TTY: (410)772-8781</p>	<p>Kent County</p> <p>Kent County Health Department 125 South Lynchburg Street Chestertown, MD 21620 Telephone: (410)778-2869 FAX: (410)778-7972 Web Address: www.kenthd.org</p>
<p>Montgomery County</p> <p>Montgomery County Department of Health and Human Services 11 N. Washington Street, Suite 450 Rockville, MD 20850 Telephone: (240) 777-1216 TTY: (240) 777-1217 Web Address: http://www.montgomerycountymd.gov/</p>	<p>Prince George's County</p> <p>Resource Connections of Prince George's County 4550 Forbes Boulevard, Suite 120 Lanham, MD 20706 Telephone: (301)429-9300 FAX: (301)429-9257 Web Address: http://www.rcpgc.org/</p>
<p>Queen Anne's County</p> <p>Queen Anne's County Health Department 206 N. Commerce Street Centreville, MD 21617 Telephone: (410) 758-3711 TTY: 1-800-735-2258 FAX: (410)758-4421</p>	<p>St. Mary's County</p> <p>St. Mary's County Health Department P.O. Box 316 Leonardtown, Maryland 20650 Telephone: (301)475-4389 TTY: 1-800-735-2258 FAX: (301)475-4350 Web Address www.smchd.org</p>
<p>Talbot County</p> <p>Talbot County Health Department 100 S. Hanson St. Easton, MD 21601 Telephone: (410)819-5665 FAX: (410)819-4701 Web Address: talbotcountyhealth.org</p>	<p>Washington County</p> <p>Service Coordination, Inc. 931-B Sweeney Drive Hagerstown, MD 21740 Telephone: (301)791-0400, 416-8155 FAX: (301)416-7162 TTY: (301)791-0401</p>

Wicomico County	Worcester County
<p>Wicomico County Health Department 108 East Main Street Salisbury, Maryland 21801 Telephone: (410)543-6790 FAX: (410)341-7950</p>	<p>Worcester County Health Department 9730 Healthway Drive Berlin, MD 21811 Telephone: (410)629-0164 Ext. 162 FAX: (410)629-0185 Web Address: http://www.worcesterhealth.org</p>